



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Chief Information Officer
Director of Public Social Services

At its meeting held January 27, 2004, the Board took the following action:

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The following item was called up for consideration:

The Director of Public Social Services and the Chief Information Officer's joint recommendation to approve and instruct the Chairman to sign amendment to agreement with Unisys Corporation to increase the total maximum contract sum by \$15,481,887 from \$180,893,588 to \$196,375,475, financed using \$4,845,817 in State and Federal revenue and \$796,070 in net County cost for Fiscal Year 2003-04, and \$8,451,576 in State and Federal revenue and \$1,388,424 in net County cost for Fiscal Year 2004-05, to increase the number of monthly Maintenance and/or Enhancement hours from 4,000 to 8,000, for the timely implementation of modifications and enhancements to the LEADER software arising from County, State and Federal mandates; establish a new fixed hourly rate of \$123; and amend the terms pursuant to which Unisys may employ subcontractors to provide services and support during the remainder of the agreement and any extended term.

Also consideration of Supervisor Molina's amendment to instruct the Director, within the next 60 days, to conduct an assessment in all district offices to identify the causes for the time delays and implement a training program to improve response times; and to provide a monthly status report on the outcomes of staff trainings.

Earlier in the meeting, Merritt Holloway addressed the Board.

Supervisor Molina made the following statement, amending her foregoing recommendation as follows:

"The Director of Public Social Services, has requested the Board to approve an increase of up to 8,000 hours per month for LEADER Modifications and/or Enhancements.

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“The Department of Public Social Services (DPSS) conducted a pilot project at the Metro Family DPSS’ district office in an attempt to improve and lower response times of Eligibility Determination/Benefits Calculations (ED/BC) transactions. Reports show that in the months of October, November, and December 2003, the ED/BC transactions averaged 22 seconds, which is in compliance with the current LEADER contract.

“However, in a recent site visit to a district office, my staff observed that the ED/BC transactions response time averaged up to 4 minutes during the first days of the month. User and client satisfaction of LEADER must be a priority and the department must work with Unisys to identify the causes for the delays and correct them immediately.”

Jon Fullenwider, Chief Information Officer, and Bryce Yokomizo, Director of Public Social Services addressed the Board.

After discussion, on motion of Supervisor Molina, seconded by Supervisor Burke, unanimously carried, the Board took the following actions:

1. Adopted the Director of Public Social Services and the Chief Information Officer’s attached joint recommendations; and
2. Instructed the Director of Public Social Services to take the following actions:
 - a. Work with the Chief Information Officer during the next six months to determine an acceptable standard for Eligibility Determination/Benefits Calculations (ED/BC) response time during peak hours;

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- b. Amend the LEADER agreement at the end of the six month period to include the revised response times and that the standards be subject to the penalties identified within the agreement should they not be achieved; and
- c. Return to the Board, at the end of the six month period, with an overall assessment of LEADER's ability to meet the response times objectives established, and to request the Board to authorize continued usage of the 8,000 hours per month for the Modification and/or Enhancement hours.

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Attachment

Copies distributed:

- Each Supervisor
- Chief Administrative Officer
- County Counsel